

2-2014

BASC News and Views February 2014

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Repository Citation

Hintz, Anna, "BASC News and Views February 2014" (2014). *News & Views*. 25.
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NEWS & VIEWS

Volume 11 Number 3

A Newsletter for BASC Employees and their Families

February 2014

Executive Director's Corner

I am writing this as it is snowing, yet again, and the temperatures are too cold to speak of. But the good news is that spring will be here very soon! The warmer weather signals nature to emerge from its winter slumber bringing with it change and renewed energy.

In regards to change, the phrase "Change is the New Norm" has come to represent the increasingly challenging times that all businesses, including Higher Education, must adapt to. In the past an institution like The College at Brockport, was able to operate under the premise that the quality education and services the campus offered were enough to ensure healthy enrollments and thus fiscal health. As we are all aware, the competition for students has become fierce, forcing all of us to

assess and analyze how we remain competitive and fiscally healthy in this environment.

To answer these questions, the campus is undertaking a strategic initiative to assess where the campus is now, where the campus needs to be, and how the campus will get there. We too in BASC must answer these questions if we are to maintain the competitive advantage we achieve by providing the highest quality services in the most cost effective manner.

This past year has given me the opportunity to start this assessment process and to begin formulating a strategic road map for BASC. The first steps of this process have already taken place. As announced in my January 30, 2014 letter, I will remain in the dual role of Executive Director and Director of



Executive Director Dana Weiss

Dining Services. To allow me the time and attention needed to fulfill both of these roles, I have named **Anna Hintz** Assistant Executive Director. Anna will continue to oversee marketing while assuming additional responsibilities. **Kelly Bodine's** title will change to Marketing Manager to reflect the new responsibilities she will assume. Additionally, I have appointed **Richard Reynolds** and **Cathy Legacy** as Assistant Directors of Dining Services. Richard brings a tremendous amount of culinary leadership and expertise, and Cathy has a proven track record of building strong teams and adapting her operations

continued on page 3 ...

WHAT'S INSIDE...

	Page		Page
Customer Connection	2	Executive Director Corner <i>cont.</i>	3
Welcome New Employees	3	Student Employee Scholarships	3
Call for Employee of the Year	3	Around the Water Cooler	4
Denim Dollars for Scholars	5	Presents for Residents	5
NACAS Student Contest	6	Ed Kumar Scholarship	6
Sandra Mason Scholarship	6	Daylight Savings Time	6
Caught in the Act of Caring	7	RARES Employee Discounts	7
Save the Date	7	Employee Facebook Group	7
Condolences	7	Holiday Fun	8
Spring Birthdays	8		

basc1.org



Serving you best by knowing you first.



Making customer connections is such an important part of what we do—both with our internal and external customers. Here are some recent examples of the wonderful connections you make everyday through living our motto of “Serving you best by knowing you first.”

Before break, Brockway Dining Hall Cashier **Diane Staub** received flowers, a card, and a photo from the football team. They wanted to express their appreciation to Diane for always lifting their spirits at dinner after a hard practice and for baking them cookies for their home games.

Brockway Kitchen Helper **Lisa DiClemente** received special recognition from Residential Life Assistant Director **Carl O'Connor** for consistently providing outstanding customer service. Carl described Lisa as “friendly, caring, relatable, customer service focused, energetic, knowledgeable, and sincere.”

Brockway Chef **Cody Butlin** was also recognized by **Carl O'Connor** for supplying refreshments to Residential Life during an impromptu parent gathering.

Assistant Cook **Carol Anne Beaucaire** from Harrison took time last semester to serve warm, scratch-made baked goods to customers and student employees on Wednesdays during dinner. The students absolutely loved this—especially during finals week!

Catering student employee **Danielle Corba** created a “fish bowl for compliments” as a way to give positive praise and feedback to fellow student co-workers for a job well done.

Bookstore managers **Chris Sackett**, **Bill Kerr**, **Sucie Pedraza**, **Staci Seeler**, and former Student Manager **Emily Glidden** were recently recognized by a student customer for always going out of their way to make him feel valued. The bookstore team has built a great relationship with this student over the years and he expressed his sincere appreciation.

These are great examples of how to get “Get Caught in the Act of Caring” during our spring employee contest. Now through March 14, part-time, full-time, student manager, professional, and administrative employees can get “caught” and can also nominate a fellow employee for an award.

There are three ways to get “Caught in the Act” – get caught caring about: each other, our customers, or our company. Nomination/suggestion forms are available in each unit. “Caught” employees will receive a pin from their supervisor and will be entered to win a monetary award at the end of the contest.

BASC

NEWS & VIEWS

Executive Director Corner cont.

to meet the needs of our student customers. Together, their combined leadership will strengthen our team and help to successfully position Dining Services moving forward. Please join me in wishing Anna, Kelly, Cathy and Richard much success in their new roles!

To better meet the needs of our customers, Union Square will be undergoing a refresh this summer. The updates will include the addition of a national brand and updated dining concepts for our shops as well as aesthetic enhancements. There will be more

information to come as the spring semester progresses.

Speaking of change, most significantly, after 44 years of dedicated service, **Betty Drennen** is retiring from BASC. Betty's dedication to BASC and the BASC team is unrivaled and she will be sorely missed. Personally, I am grateful that Betty was here for my first year, without her I am certain that this year would not have been as smooth. I know we will all miss her warmth and the countless ways she makes each day special, but I also know you will join me in wishing her well as she takes on her new job as **Gabriel's**

Grandmother in North Carolina. More information will follow on the celebration we have planned to wish Betty a happy retirement!

In closing, I invite all of you to share your input and ideas as to how BASC can successfully navigate the challenges we are facing so that like the transition from winter to spring we can ensure positive change.

Thank you for all that you do to make BASC successful!

Dana

Welcome New BASC Employees

Since the last *News & Views* issue in December, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:

- **David Lanni** - TRAX
- **Gabby Gross** - TRAX

Student Employee Scholarship Deadline Reminder

Any student applying for the B & N College Bookstore or the Next Generation student employee scholarship, needs to have their application in by Saturday, March 1.

Call for Employee of the Year Nominees

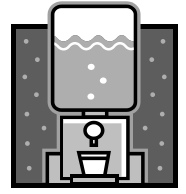
This is our annual opportunity to celebrate our employees who live our motto "serving you best by knowing you first." The BASC Employee of the Year awards are intended to recognize hourly employees who exemplify the BASC values - Teamwork, Organizational Integrity, Passion for Excellence, and Stewardship.

The winners of these awards are

chosen by an employee committee. Anyone in BASC can nominate an hourly employee in good standing from any of the BASC operations - Dining, Bookstore, Parking and Transportation Services, Business Services, Conferences and Events, or Administration. Think about all the great things your co-workers do. We want everyone to know about the best-of-the-best, so if you have someone in mind please

consider making a nomination! The nomination forms can be found online at basc1.org in the employee section or hardcopies are available in each unit office. The deadline is Monday, March 17 and nominations should be sent to the BASC Administrative Office, attention **Betty Drennen**. If you have any questions contact Betty at 395-2497.

Around the Water Cooler



Administrative Announcements

Everyone would like to welcome **Barb Carpenter** back to work. It wasn't the same without your infectious laugh.

Barb (Cougar) Carpenter would like to thank everything for all of her cards, gifts, flowers, phone calls, prayers, and support during her absence. She loves all of her friends and coworkers at BASC!

Brockway Blurbs

Our deepest sympathies go out to **Diane Staub** for the loss of husband in December, and also to **Erik Jones** for his father in January.

Congratulations to **Cathy Legacy**, **Richard Reynolds**, **Anna Hintz**, and **Kelly Bodine** on their new positions within BASC.

Congratulations to **Michele Brown's** daughter, **Amanda**, on her recent graduation from the accelerated Nursing program at Genesee Community College. She even was offered a job at Rochester General Hospital in the general medicine unit!

Congratulations to those employees who have already been Caught in the Act of Caring. Let's catch some more!

Cathy Legacy attended the NACUFS 2013 Customer Service Institute at St. Louis, MO this past December. She learned a lot and is contributing her knowledge to enhance our customer service initiative.

Bookstore Buzz

Congratulations to **Chris Sackett** who was one of only ten B & N store managers selected to attend a Store Manager Process Improvement Team conference in March.

Harrison Highlights

Management would like to welcome everyone back after their winter break. We hope it was relaxing!

We wish **Joe Muoio** good luck on his new job. You will be missed.

Our deepest sympathies go out to **Helen Ames** on the death of her uncle in January.

Harrison, TRAX, and Eagle's Nest would like to welcome back **Barb Carpenter** in the Business Office. We missed you!

Thanks to all who made our first WOW of the semester, a Beach Party, a smashing success. It was a great team effort by all.

Congratulations to those employees who have already been Caught in the Act of Caring. Keep it up!

Eagle's Nest and TRAX Tidbits

TRAX would like to welcome **Gabby Gross** and **Dave Lanni** to our team. We hope you have a great semester.

Both TRAX Taterz and our delivery program have taken off with a bang this semester. Thanks to all for your hard work and dedication.

Union Square Scribbles

Condolences to **Gail Pfeffer** whose sister passed away over winter break.

Sarah Plain is so proud of her daughter, **Mariah**, who gave 13 inches of her hair to Locks of Love this January. **Sarah** also had a new addition to the family on Valentine's Day. **Maverick**, a new German Shepard puppy, is now a part of the Plain household.

Union Square employees are looking forward to the new refreshed look of Union Square that will be coming soon. Exciting things are yet to come!

We're happy that **Frank Smith** is able to get around without those terrible crutches this semester.

Union Square misses **Linda Lotze** who officially retired at the end of last semester. Linda is now enjoying life with family and friends.

Parking Pebbles

Parking would like to send out a few birthday greetings to students **Ally Delaney**, **Micalah Hutchings**, and **Andy Strablow**.

Welcome to our new parking enforcement students **Leanna Komoroske** and **Cassie Wolfanger**.

A huge thank you goes out to our sister and brother duo **Desirae** and **Jake Erickson** who helped us cover the extra hours needed over break.

Denim Dollar\$ for scholars

Denim Dollar\$ for Scholars is an opportunity to wear jeans on four select days in March and donate money for student scholarships on campus. For a minimum \$1 donation per day to the Faculty/Staff Campaign employees may wear jeans on March 7, 14, 24, and 31.

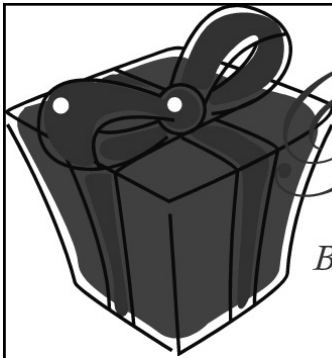
Employees may designate a particular scholarship for their donation (i.e. Sandra Mason Scholarship, Ed Kumar Scholarship) if they choose. Otherwise

donations will go to the general student scholarship fund. Donations must be received prior to each designated day in order to participate.

To help the College reach its goal of 100% participation, each unit will track participation. We hope you'll consider donating – every dollar counts and goes towards helping our students finance their education. Please see one of the following people to make your donation and receive a

“Denim Dollar\$ for Scholars” sticker to wear for each day.

- **Sarah Plain** - Union Square/ Hartwell Café/Jitterbugs Café
- **Jean Gilman** – Harrison/ TRAX/Eagle's Nest
- **Laurie Magliocco** - Kinetic Kafe/Aerie Café
- **Michele Brown** - Brockway
- **Betty Drennen** - Administration
- **Patty Sorel** - Catering
- **Ken Bonczyk** - Bakery



Presents for Residents

BASC's holiday gift drive for Brockport Beikirch Nursing Home residents

Thank you to everyone who helped support “Presents for Residents.” As a result of your tremendous generosity, each of the 114 Beikirch Nursing Home residents in Brockport received a gift this holiday season. The team of BASC employees who personally delivered the gifts to each resident on December 18 saw first hand the joy that giving can bring. This act of kindness was featured on Channel 8, 13 WHAM, and in the Suburban News. In case you missed it, there are links to these news stories on

basc1.org – click on “About” and then “Recent Happenings.”



NEWS & VIEWS

NACAS Student Author Contest

Brought to you by the National Association of College Auxiliary Services (NACAS), and sponsored by Sodexo Education, is the Student Author Contest.

This is a great opportunity for our students and student managers to reflect and write about the ways that BASC has impacted their college experience. Any student employees that are interested should go to nacas.org for rules and details.

There's a first, second, and third place cash prize reward. Hurry, the deadline for this contest is Saturday, March 1.



\$500

cash prize

\$300 for 2nd place

\$200 for 3rd place

Topic: How auxiliary services has influenced my college experience

Deadline: March 1, 2014

For details and rules, visit **www.nacas.org**

Ed Kumar Scholarship

The **Ed Kumar** Scholarship provides financial assistance to a child or grandchild of a current full-time employee in the Division of Administration and Finance at The College at Brockport (including BASC).

The student must be accepted for enrollment as a freshman or transfer student at The College at Brockport or be a currently enrolled student at the College. The assistance is in the form of a \$1,000 educational expense grant to one eligible student per

academic year.

The deadline for applications is Tuesday, April 1. For more information on eligibility, criteria, and the application process, contact **Betty Drennen** at 395-2497.

Sandra Mason Scholarship

BASC is able to offer a scholarship that can help benefit a child or relative of a BASC employee.

The **Sandra Mason** Scholarship is available to provide financial support for a child or relative of a current or retired employee of BASC, including the College Bookstore and Parking and Transportation Services. The student applying should have

demonstrated academic achievement and either leadership qualities or community service.

The deadline for application is Friday, March 7. For more information on this scholarship including the application process and requirements go to basc1.org under the employees tab, then 'perks'.



Don't forget to spring ahead before going to bed Saturday, March 9 for daylight savings time.

NEWS & VIEWS

Caught in the Act of Caring

The following BASC employees have recently earned pins for being Caught in the Act of Caring. This means they have gone above and beyond to either assist their team and fellow co-workers, satisfy our customers, or suggest an improvement to our products, services, or processes. Please join us in congratulating and thanking these individuals for their dedicated service.

Karen Prince - Brockway

Diane Staub - Brockway

Michele Brown - Brockway

Scott Connelly - Brockway

Debbie Rockow - Kinetic Kafe

Chase Soptelean - TRAX

Jeremy Rheinwald - Union Square

Paul Brundage - Harrison

Pat Palermo - Harrison

Adam Wilcox - Harrison

RARES Employee Discounts

The College at Brockport employees, including those working for BASC, can receive several discount tickets to local places like Sea Breeze, Buckman's Car Wash & Detail Shop, Geva Theatre Center, Polarwave Snowtubing Park, the Buffalo Sabres and much more.

To take advantage of these discounts, go to the Raye H. Conrad Welcome Center with your Eagle One ID card to receive your free 2014 membership card. Or, go to brockport.edu/eperks, enter your Web ID and password, and download the new card.

After you have your membership card, log on to rares.org, to place an order and purchase discount tickets to local and out-of-state destinations. In addition, some places offer discounts on site when you show your RARES membership card. Visit the RARES Web site often for updates and special promotions.

Save the Date

It is with great sadness and excitement that we announce the retirement of **Betty Drennen**.

Join us as we celebrate her dedication to BASC throughout the years, and see her off on her new adventure to North Carolina to be with family and friends.

Betty's retirement party will be held on Friday, March 14 from 2 - 4 pm in the Eagle's Lookout. If you would like to make a contribution towards a gift please contact **Char Charles** at 395-2752.

Employee Facebook Group

Make sure to join our BASC Employee Facebook group, or the Student Manager group to stay updated on the latest events and news from BASC.

Log in to your Facebook account and search [facebook.com/groups/BASCemployees/](https://www.facebook.com/groups/BASCemployees/) for the employees, and [facebook.com/groups/BASCStudentManagers/](https://www.facebook.com/groups/BASCStudentManagers/) for the student managers. Then click to ask to join the group.

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Diane Staub and family for the loss of her husband in December.

Erik Jones for the loss of his father in January.

Kelly Pratt for the loss of her father-in-law in January.

Helen Ames for the loss of her uncle in January.

Gail Pfeffer for the loss of her sister in December.

Linda Mitchell for the lost of her sister in February.

Jean Gilman for the loss of her grandmother in February.



NEWS & VIEWS

Holiday Fun



Happy Birthday!



The following employees will celebrate a birthday this spring:

March

Cathy Legacy
Janine Barry
Sareth Stolf
Mary Tarbrake
Alyssa Miller
Linda Brooks
Pam Fostano
Cindy Smith
Adam Wilcox
Derick Storie

Joelle Clark
Sharon Sailer
Chrystal Scholes
Kelly Tufano
Ingie Klier-Hinkley
Gail Greene
Angela Scardinale
Patty Knapp
Ralph Eisenmann

April

Tricia Miller
Katelyn Bragg
Bev Ludke
Alyssa Rychcik
Deborah Ferris
Kim Johnston
Erin Van Dorn
Eric Rouse
Samuel Bingay
Kathleen Clark
Sarah Plain
Bev Weatherbee

Stacy Seyboth
Margaret Huntoon
Lauren Ruggiero
Stephen Miller
Stephanie Schuth
Peggy Turlington
Stephanie Davis
Chase Sopteleian
Brittany Lathrop
Angelina Howe
Scott Connelly

May

Dylan Conway
Andy Fogg
Cody Butlin
Ryan Kay
Casey Rue
Austin Warner

Sharon Engle
Lloyd McCauley
Sarah McInerny
Carol Gabbert
Steve Stoll
Patricia Torres

Contribute to N & V's

Email your items to anna.hintz@basc1.org or kelly.bodine@basc1.org. You can also drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **April 4, 2014**. The *News & Views* is also available at www.basc1.org (select the employees link.)

Editor: Anna Hintz

Graphic Design: Kelly Bodine

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